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ABSTRACT

This "sampler" of how quantitative and qualitative information is gathered, compiled, and reported can be useful for media staff seeking to develop the most effective library/learning resources program and to integrate that program into the overall institutional effectiveness plan. This guide was created through contributions from 24 community college library/learning resources departments. The volume consists of three main sections; each section includes reproductions of evaluation objectives, forms, and related documents from responding community colleges. The first section, "Reports and Plans", contains samples of annual reviews, institutional effectiveness reports, a strategic plan, a technology plan, and a statewide review. The second section, "Statistical Reports", includes annual/monthly summaries and a reference tally form. The third "User Satisfaction Surveys" section includes survey forms for the following populations: general users, students, and faculty, as well as reference service and library instruction surveys and a suggestion box form. Contained in appendices are the Library/Learning Resources Program Review Survey; contributing institutions, bibliography, Federal Register: Focus on Educational Effectiveness; regional accrediting agency addresses; regional accrediting criteria; and standards for community, junior, and technical college learning resources programs. (AEF)

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